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SERIAL NUMBER 10/741,518	FILING OR 371(c) DATE 12/19/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 920673-95340
APPLICANTS Patrick Hession, Galway, IRELAND; Tony McCormack, Galway, IRELAND; James Hickey, Galway, IRELAND; ** CONTINUING DATA ***** None BT ** FOREIGN APPLICATIONS ***** None BT				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 03/30/2004				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Berny D. Ten</i> Examiner's Signature Initials		STATE OR COUNTRY IRELAND	SHEETS DRAWING 4	TOTAL CLAIMS 23
				INDEPENDENT CLAIMS 5
ADDRESS 23644				
TITLE Methods of monitoring communications sessions in a contact centre				
FILING FEE RECEIVED 996	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	